



U.S. General Services Administration



**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is <http://www.gsaadvantage.gov>

**Federal Supply Schedule 70 General Purpose Commercial
Information Technology Equipment, Software and Services**

CONTRACT NUMBER: 47QTCA18D002N

CONTRACT PERIOD: November 21, 2017 through November 20, 2022

DUSTOFF Technologies, LLC

4010 Grande Vista Blvd

Suite 110

St Augustine, FL, 32084

Phone: 571-882-4709

Fax: 571-758-2027

<http://dustofftechnologies.com>

CONTRACTOR'S POINT OF CONTACT FOR CONTRACT ADMINISTRATION:

Dave Parramore

dave.parramore@dustofftechnologies.com

BUSINESS SIZE:

Small Business

Service Disabled Veteran Owned Business

Veteran Owned Business

PRICELIST CURRENT THROUGH: Modification PS-0002, dated 08/09/2018

For more information on ordering from this Federal Supply Schedule contract, please visit:

www.gsa.gov/schedules

CONTRACTOR INFORMATION

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

- SIN 132-51 Information Technology Professional Services
- SIN 132-56 Health Information Technology Services
- SIN 132-50 Training Courses
- SIN 132-12 Maintenance of Equipment, Repair Services and/or Repair/Spare Parts
- SIN 132-32 Term Software Licenses
- SIN 132-33 Perpetual Software Licensing
- SIN 132-34 Maintenance of Software as a Service

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH AWARDED SIN:

Refer to Page 19

1c. HOURLY RATES (Services only): Starts on Page 19

2. MAXIMUM ORDER THRESHOLD:

- SIN 132-51 \$500,000
- SIN 132-56 \$500,000
- SIN 132-50 \$25,000
- SIN 132-12 \$500,000
- SIN 132-32 \$500,000
- SIN 132-33 \$500,000
- SIN 132-34 \$500,000

NOTE TO ORDERING ACTIVITIES: If the best value selection places your order over the applicable Maximum Order Threshold, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the Contactor for a better price. The Contractor may (1) offer a new price for this requirement, (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER THRESHOLD: \$100.00

4. GEOGRAPHIC COVERAGE: Domestic delivery, 48 Contiguous States, District of Columbia

5. POINT(S) OF PRODUCTION: FL, US

6. DISCOUNT FROM BEST MARKET RATE: GSA Net Prices are listed below. Negotiated discounts have been applied and the Industrial Funding Fee has been added.

7. **QUANTITY DISCOUNT(S):** None
8. **PROMPT PAYMENT TERMS:** Net 30
- 9.a **Government Purchase Cards will be accepted at or below the micro-purchase threshold.**
- 9.b **Government Purchase Cards will not be accepted above the micro-purchase threshold.**
10. **FOREIGN ITEMS:** None
- 11a. **TIME OF DELIVERY:** Negotiated between Contractor and Ordering Agency
- 11b. **EXPEDITED DELIVERY:** Negotiated between Contractor and Ordering Agency
- 11c. **OVERNIGHT AND 2-DAY DELIVERY:** Negotiated between Contractor and Ordering Agency
- 11d. **URGENT REQUIRMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination, 48 Contiguous States and District of Columbia
- 13a. **ORDERING ADDRESS:** Same as Contractor Address
- 13b. **ORDERING PROCEDURES:** Ordering Activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (www.fss.gsa.gov/schedules).
14. **PAYMENT ADDRESS:** Same as Contractor Address
15. **WARRANTY PROVISION:** Standard Commercial
16. **EXPORT PACKING CHARGES:** None
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
None
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** Not Applicable
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** Not Applicable
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable

- 22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable
- 23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
- 24b. **SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):** Compliant. The EIT standards can be found at: www.Section508.gov/.
- 25. **DUNS NUMBER:** 080367752
- 26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an active registration in the System for Award Management (SAM) database.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“*Contractor*” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“*Contractor and its affiliates*” and “*Contractor or its affiliates*” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “*Organizational conflict of interest*” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted.

Progress payments shall be made only when authorized by the order. For time and materials orders, the Payments under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time and materials orders placed under this contract. For labor hour orders, the Payment under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
- (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

**TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION
TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 132-56)**

Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

1. SCOPE

- a. The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33,132-8).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. ORDER

- a. Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

- d. Any Contractor travel required in the performance of Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

4. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Health IT Services.

7. INDEPENDENT CONTRACTOR

All Health IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

8. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

9. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Health IT Professional services. Progress payments may be authorized by the ordering activity on individual

orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

10. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

11. INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

12. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 132-56 Health IT Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all Health IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: Health IT Subject Matter Expert

Minimum Experience: Ten (10) years.

Functional Responsibilities: Significant information technology consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software, governance, process design/ redesign, clinical content development, and communications and training strategies for information technology solutions.

Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine.

**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE
AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL-
PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
RADIO/TELEPHONE
EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS
AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY
GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL
ITEM NUMBER 132-12)**

1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity locations within a _____ (**insert miles) mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
 - b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:
-
-
-

2. MAINTENANCE ORDER

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or

at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

- e. Cross-year Funding within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month, fiscal year period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE

- a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.
- b. Equipment placed under maintenance service shall be in good operating condition.
 - (1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
 - (2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
 - (3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

- a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.
- b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.
- c. If the Ordering Activity desires a factory authorized/certified service personnel then this should be clearly stated in the task or delivery order.

7. RESPONSIBILITIES OF THE CONTRACTOR

- a. For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.
- b. If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Agency and the Contractor.

8. MAINTENANCE RATE PROVISIONS

- a. **The Contractor shall bear all costs of maintenance, including labor, parts, and such other** expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

b. REGULAR HOURS

The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

c. AFTER HOURS

Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

d. TRAVEL AND TRANSPORTATION

If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be negotiated at the Task Order level.

****If there is no additional charge, indicate "none" in the space provided above.****

e. QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned

and/or leased by a ordering activity are indicated below:

Quantity Range Discounts	
_____ Units	_____ %
_____ Units	_____ %
_____ Units	_____ %

9. REPAIR SERVICE RATE PROVISIONS

- a. **CHARGES.** Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.
- b. **MULTIPLE MACHINES.** When repairs are ordered by a ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

- i When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.
- ii The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.

(2) AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)

When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.

(3) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

- i If repairs are to be made at the ordering activity location, and the location is outside the service area as shown in paragraph 1.a, the repair service and mileage rates negotiated per subparagraphs 1.a and 8.d will apply.
- ii When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each

night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES

(1) REGULAR HOURS

The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) AFTER HOURS

When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.

(3) SUNDAYS AND HOLIDAYS

When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

REPAIR SERVICE RATES
AND

REGULAR LOCATION	AFTER SUNDAYS CHARGE*	MINIMUM PER HOUR**	HOURS PER HOUR**	HOLIDAYS PER HOUR
CONTRACTOR'S SHOP	_____	_____	_____	_____
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	_____	_____	_____	_____
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	_____	_____	_____	_____

*MINIMUM CHARGES INCLUDE _____ FULL HOURS ON THE JOB.

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment _____ manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated _____, at a discount of ___% from such listed prices.

11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of _____ ****insert commercial warranty****.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period of _____ ****insert commercial warranty****.

12. INVOICES AND PAYMENTS

a. Maintenance Service

- (1) Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.
- (2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. Repair Service and Repair Parts/Spare Parts

Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES
(SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL
ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM
NUMBER 132-34) OF GENERAL-PURPOSE COMMERCIAL INFORMATION
TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

****Contractor is to insert commercial guarantee/warranty clauses.****

- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number _____ for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from _____ to _____.

****Provide telephone number and hours of operation for technical support hot line; indicate applicable time zone for the hours of operation—i.e., Eastern time, Central time, Mountain time or Pacific time.****

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type)

(1) _____ Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self- diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

(2) _____ Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to- person communications regardless of the medium used to communicate: telephone support, on- line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

****The phrase, "Term Licenses and/or Maintenance" in the preceding paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only software maintenance is offered, all references to "term licenses" should be deleted from the preceding paragraphs.****

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual

license accrual shall be forfeited.

****Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.****

- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may

already have or obtains without restrictions.

- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award

Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

- f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. **“NO CHARGE” TRAINING**

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.



DUSTOFF Labor Category Descriptions SINs 132-51 and 132-56

Educational Equivalency: In lieu of a B.S/B.A degree, an additional two (2) years of industry experience would substitute.

SIN	SERVICE	MINIMUM EDUCATION/	MIN. YEARS OF EXP	Functional Responsibilities
132-51	IT Project Manager	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	5	Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.
132-51	IT Analyst	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	4	Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable systems and industry requirements. Devises or modifies procedures to solve complex IT problems, operating time, and form of desired results. Includes analysis of IT and user needs, documentation of requirements, and translation into proper system requirement specifications. Competent to work at the highest technical level of most phases of systems analysis.
132-51	Programmer	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	3	Formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.

132-51	IT Administrator	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	2	Participates in the design, creation, and maintenance of databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.
132-51	IT Subject Matter Specialist I	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	4	Defines the problems and analyzes and develops plans and requirements in the subject matter area. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in areas such as: information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies.
132-51	IT Subject Matter Specialist II	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts.
132-51	ERP IT Architecture Specialist	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Adapts functional IT requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes. Serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects. Responsible for software integration and external interface development. Troubleshoots and resolves testing issues.

132-51	IT Strategic Planner / Consultant	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Provides strategic planning of large projects or a significant segment of a strategic planning portion of a complex project. Assists in developing mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Provides analytical and program support. Completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities.
132-51	IT Security Coordinator	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Analyzes and defines security requirement for computer systems. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. May identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure. Designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware.
132-51	Technical Writer	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Produces technical documentation and guidance including online help, manuals, white papers, design specifications, project plans, test plan, online IT training for a wide range of uses. Help explain technologies, processes, and products in many formats, including print, online, and other electronic means.

132-56	Healthcare IT Project Manager	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	5	Responsible for all aspects of the development and implementation of assigned healthcare IT and clinical projects and provides a single point of contact for those projects. Takes healthcare IT projects from original concept through final implementation. Interfaces with all areas affected by the healthcare IT project including end users, computer services, and client services. Defines healthcare IT project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts healthcare IT project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews healthcare IT project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to healthcare IT project team. Recommends and takes action to direct the analysis and solutions of problems.
132-56	Healthcare IT Analyst	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	4	Formulates and defines systems scope and objectives in healthcare/clinical environments based on both user needs and a good understanding of applicable systems and industry requirements. Devises or modifies procedures to solve complex IT problems, operating time, and form of desired results. Includes analysis of IT and user needs, documentation of requirements, and translation into proper system requirement specifications. Competent to work at the highest technical level of most phases of systems analysis for clinical and healthcare IT projects.
132-56	Healthcare Programmer	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	3	Formulates and defines system scope and objectives in healthcare/clinical environments. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of healthcare IT applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.
132-56	Healthcare IT Administrator	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	2	Participates in the design, creation, and maintenance of databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

132-56	IT Subject Matter Specialist I	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	4	Defines the problems and analyzes and develops plans and requirements in the subject matter area. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in areas such as: information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies.
132-56	Healthcare IT Subject Matter Specialist II	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area related to Health IT. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in healthcare and clinical settings.
132-56	Healthcare ERP IT Architecture Specialist	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Adapts functional IT requirements and processes to technical solutions based upon comprehensive enterprise application solution sets for clinical and healthcare IT projects. Enterprise resource planning and management processes. Serves as senior subject matter expert associated with content, processes, and procedures associated with ERP. Defines detailed requirements, analyzes business needs, and validates solutions with the client. Details requirements through product development and other functions to support the health IT project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Designs and develops all aspects of data conversion. Builds application tables, panels, and reports. Codes individual modules and complex functions. Develops application tables, panels, and reports for projects. Responsible for software integration and external interface development. Troubleshoots and resolves testing issues.
132-56	Healthcare IT Strategic Planner / Consultant	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Provides strategic planning of large projects or a significant segment of a strategic planning portion in healthcare/clinical environment projects. Assists in developing healthcare IT mission and vision statements, subsequent goal delineation, provides guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Provides analytical and program support. Completes assigned engagement tasks within the health IT project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on healthcare IT engagement team. Actively engages consulting tools and

				methodologies to meet health IT project objectives and complete program management activities.
132-56	Healthcare IT Security Coordinator	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Analyzes and defines security requirement for computer systems in a healthcare/clinical environment. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. May identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure. Designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware.
132-56	Healthcare Technical Writer	B.A/B.S. A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.	6	Produces healthcare IT technical documentation and guidance including online help, manuals, white papers, design specifications, project plans, test plan, online IT training for a wide range of uses in a healthcare/clinical environment. Help explain technologies, processes, and products in many formats, including print, online, and other electronic means.

DUSTOFF Technologies, LLC

SINs 132-51 & 132-56 GSA Awarded Pricing Base Term



SIN	GSA SERVICE PROPOSED (e.g. Labor Category/Task)	UNIT OF ISSUE (e.g. Hour, Task, or Sq ft)	Proposed GSA Rate w/ IFF Year 1	GSA Rate w/ IFF Year 2	GSA Rate w/ IFF Year 3	GSA Rate w/ IFF Year 4	GSA Rate w/ IFF Year 5
132-51	IT Project Manager	Hour	\$ 145.09	\$ 148.14	\$ 151.25	\$ 154.42	\$ 157.67
132-51	IT Analyst	Hour	\$ 96.73	\$ 98.76	\$ 100.84	\$ 102.95	\$ 105.11
132-51	Programmer	Hour	\$ 87.05	\$ 88.88	\$ 90.74	\$ 92.65	\$ 94.60
132-51	IT Administrator	Hour	\$ 72.54	\$ 74.06	\$ 75.62	\$ 77.21	\$ 78.83
132-51	IT Subject Matter Specialist I	Hour	\$ 125.74	\$ 128.38	\$ 131.08	\$ 133.83	\$ 136.64
132-51	IT Subject Matter Specialist II	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-51	ERP IT Architecture Specialist	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-51	IT Strategic Planner / Consultant	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-51	IT Security Coordinator	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-51	Technical Writer	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-56	Healthcare IT Project Manager	Hour	\$ 145.09	\$ 148.14	\$ 151.25	\$ 154.42	\$ 157.67
132-56	Healthcare IT Analyst	Hour	\$ 96.73	\$ 98.76	\$ 100.84	\$ 102.95	\$ 105.11
132-56	Healthcare Programmer	Hour	\$ 87.05	\$ 88.88	\$ 90.74	\$ 92.65	\$ 94.60
132-56	Healthcare IT Administrator	Hour	\$ 72.54	\$ 74.06	\$ 75.62	\$ 77.21	\$ 78.83
132-56	IT Subject Matter Specialist I	Hour	\$ 125.74	\$ 128.38	\$ 131.08	\$ 133.83	\$ 136.64
132-56	Healthcare IT Subject Matter Specialist II	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-56	Healthcare ERP IT Architecture Specialist	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-56	Healthcare IT Strategic Planner / Consultant	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-56	Healthcare IT Security Coordinator	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94
132-56	Healthcare Technical Writer	Hour	\$ 169.27	\$ 172.82	\$ 176.45	\$ 180.16	\$ 183.94

DUSTOFF Technologies, LLC
 SIN 132-50 GSA Award Price List



SIN	Course Title	Course Length	Minimum Participants	Maximum Participants	Price per Student per Day (based on Max attendance)	PRICE OFFERED TO GSA (including IFF)
132-50	IPC-101	1 Hour	N/A	N/A	Per Group	FREE
132-50	IPC-102	6 Hours	1	N/A	Per Participant	\$299.24
132-50	IPC-103	4 Hours	5	20	Per Participant	\$398.99
132-50	IPC-104	2 Days	5	12	Per Participant	\$1,196.98
132-50	IPC-104E	75 Minutes	N/A	N/A	Per Participant	\$99.75
132-50	IPC-203	6 Hours	5	10	Per Participant	\$598.49
132-50	IPC-204	3 Hours	5	10	Per Participant	\$299.24
132-50	IPC-205	2 Hours	N/A	N/A	Per Participant	\$99.75
132-50	IPC-302	30 Hours	5	12	Per Participant	\$2,992.44
132-50	IPC-303	17 Hours	N/A	N/A	Per Participant	\$847.86
132-50	IPC-304	2-6 Hours	1	3	Per Participant	\$149.62
132-50	IP29031	4 Days	1	12	Per Participant	\$2,493.70
132-50	IP29032	6 Hours	N/A	N/A	Per Participant	\$748.11
132-50	IP29033	2 Hours	1	20	Per Participant	\$249.37



SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME/ DESCRIPTION	GSA OFFER PRICE (inclusive of the .75% IFF)	QUANTITY/ VOLUME DISCOUNT
132-12	IPsoft Inc	MH-01	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Physical or Virtual Servers_L1	\$14.96	None
132-12	IPsoft Inc	MH-02	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Physical or Virtual Servers_L2	\$29.92	None
132-12	IPsoft Inc	MH-03	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Physical or Virtual Servers_L3	\$44.89	None
132-12	IPsoft Inc	MH-04	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Physical or Virtual Servers_L4	\$59.85	None
132-12	IPsoft Inc	MH-05	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM p Series_L1	\$29.92	None
132-12	IPsoft Inc	MH-06	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM p Series_L2	\$59.85	None
132-12	IPsoft Inc	MH-07	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM p Series_L3	\$89.77	None
132-12	IPsoft Inc	MH-08	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM p Series_L4	\$119.70	None
132-12	IPsoft Inc	MH-09	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM i Series_L1	\$114.71	None
132-12	IPsoft Inc	MH-10	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM i Series_L2	\$224.43	None
132-12	IPsoft Inc	MH-11	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM i Series_L3	\$334.16	None
132-12	IPsoft Inc	MH-12	Server CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IBM i Series_L4	\$448.87	None
132-12	IPsoft Inc	MH-13	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Core Switch or Router_L1	\$11.22	None
132-12	IPsoft Inc	MH-14	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Core Switch or Router_L2	\$22.44	None
132-12	IPsoft Inc	MH-15	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Core Switch or Router_L3	\$44.89	None
132-12	IPsoft Inc	MH-16	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Core Switch or Router_L4	\$59.85	None
132-12	IPsoft Inc	MH-17	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Regular Switch or Router_L1	\$7.48	None
132-12	IPsoft Inc	MH-18	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Regular Switch or Router_L2	\$14.96	None
132-12	IPsoft Inc	MH-19	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Regular Switch or Router_L3	\$29.92	None
132-12	IPsoft Inc	MH-20	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Regular Switch or Router_L4	\$39.90	None
132-12	IPsoft Inc	MH-21	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Load Balancer or Firewall_L1	\$14.96	None
132-12	IPsoft Inc	MH-22	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Load Balancer or Firewall_L2	\$29.92	None
132-12	IPsoft Inc	MH-23	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Load Balancer or Firewall_L3	\$59.85	None
132-12	IPsoft Inc	MH-24	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Load Balancer or Firewall_L4	\$79.80	None
132-12	IPsoft Inc	MH-25	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless Controller_L1	\$9.36	None
132-12	IPsoft Inc	MH-26	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless Controller_L2	\$18.70	None
132-12	IPsoft Inc	MH-27	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless Controller_L3	\$37.41	None
132-12	IPsoft Inc	MH-28	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless Controller_L4	\$49.87	None
132-12	IPsoft Inc	MH-29	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless AP_L1	\$2.62	None
132-12	IPsoft Inc	MH-30	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless AP_L2	\$5.24	None
132-12	IPsoft Inc	MH-31	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless AP_L3	\$10.47	None
132-12	IPsoft Inc	MH-32	Network CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Wireless AP_L4	\$13.96	None
132-12	IPsoft Inc	MH-33	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Oracle DB Instances_L1	\$24.94	None
132-12	IPsoft Inc	MH-34	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Oracle DB Instances_L2	\$49.87	None
132-12	IPsoft Inc	MH-35	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Oracle DB Instances_L3	\$74.81	None
132-12	IPsoft Inc	MH-36	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Oracle DB Instances_L4	\$99.75	None
132-12	IPsoft Inc	MH-37	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SQL Servers_L1	\$24.94	None
132-12	IPsoft Inc	MH-38	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SQL Servers_L2	\$49.87	None
132-12	IPsoft Inc	MH-39	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SQL Servers_L3	\$74.81	None
132-12	IPsoft Inc	MH-40	Database CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SQL Servers_L4	\$99.75	None
132-12	IPsoft Inc	MH-41	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Middleware (per instance)_L1	\$19.95	None
132-12	IPsoft Inc	MH-42	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Middleware (per instance)_L2	\$39.90	None
132-12	IPsoft Inc	MH-43	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Middleware (per instance)_L3	\$59.85	None
132-12	IPsoft Inc	MH-44	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Middleware (per instance)_L4	\$79.80	None
132-12	IPsoft Inc	MH-45	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: ERP (per SID)_L1	\$498.74	None
132-12	IPsoft Inc	MH-46	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: ERP (per SID)_L2	\$748.11	None
132-12	IPsoft Inc	MH-47	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: ERP (per SID)_L3	\$997.48	None
132-12	IPsoft Inc	MH-48	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: ERP (per SID)_L4	\$1,246.85	None
132-12	IPsoft Inc	MH-49	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SharePoint (per instance)_L1	\$29.92	None



SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME/ DESCRIPTION	GSA OFFER PRICE (inclusive of the .75% IFF)	QUANTITY/ VOLUME DISCOUNT
132-12	IPsoft Inc	MH-50	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SharePoint (per Instance)_L2	\$59.85	None
132-12	IPsoft Inc	MH-51	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SharePoint (per Instance)_L3	\$89.77	None
132-12	IPsoft Inc	MH-52	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SharePoint (per Instance)_L4	\$119.70	None
132-12	IPsoft Inc	MH-53	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SharePoint (per user)_L3	\$0.75	None
132-12	IPsoft Inc	MH-54	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SharePoint (per user)_L4	\$1.00	None
132-12	IPsoft Inc	MH-55	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Exchange (per Instance)_L1	\$29.92	None
132-12	IPsoft Inc	MH-56	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Exchange (per Instance)_L2	\$59.85	None
132-12	IPsoft Inc	MH-57	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Exchange (per Instance)_L3	\$89.77	None
132-12	IPsoft Inc	MH-58	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Exchange (per Instance)_L4	\$119.70	None
132-12	IPsoft Inc	MH-59	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Exchange (per user)_L3	\$4.49	None
132-12	IPsoft Inc	MH-60	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Exchange (per user)_L4	\$5.49	None
132-12	IPsoft Inc	MH-61	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 1 (do not use)_L1	\$24.94	None
132-12	IPsoft Inc	MH-62	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 1 (do not use)_L2	\$41.89	None
132-12	IPsoft Inc	MH-63	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 1 (do not use)_L3	\$76.81	None
132-12	IPsoft Inc	MH-64	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 1 (do not use)_L4	\$90.77	None
132-12	IPsoft Inc	MH-65	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 2 (do not use)_L1	\$24.94	None
132-12	IPsoft Inc	MH-66	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 2 (do not use)_L2	\$44.89	None
132-12	IPsoft Inc	MH-67	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 2 (do not use)_L3	\$74.81	None
132-12	IPsoft Inc	MH-68	Applications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Future App 2 (do not use)_L4	\$89.77	None
132-12	IPsoft Inc	MH-69	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Management (per TB, 10 TB Min)_L3	\$6.98	None
132-12	IPsoft Inc	MH-70	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Management (per TB, 10 TB Min)_L4	\$9.97	None
132-12	IPsoft Inc	MH-71	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Switch (CI = # of Switches)_L1	\$14.96	None
132-12	IPsoft Inc	MH-72	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Switch (CI = # of Switches)_L2	\$29.92	None
132-12	IPsoft Inc	MH-73	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Switch (CI = # of Switches)_L3	\$44.89	None
132-12	IPsoft Inc	MH-74	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Switch (CI = # of Switches)_L4	\$59.85	None
132-12	IPsoft Inc	MH-75	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Array_L3	\$199.50	None
132-12	IPsoft Inc	MH-76	Storage CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: SAN Array_L4	\$249.37	None
132-12	IPsoft Inc	MH-77	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Unified Communications Servers_L1	\$34.91	None
132-12	IPsoft Inc	MH-78	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Unified Communications Servers_L2	\$69.82	None
132-12	IPsoft Inc	MH-79	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Unified Communications Servers_L3	\$104.74	None
132-12	IPsoft Inc	MH-80	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Unified Communications Servers_L4	\$139.65	None
132-12	IPsoft Inc	MH-81	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Standard User_L3	\$4.99	None
132-12	IPsoft Inc	MH-82	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Standard User_L4	\$5.98	None
132-12	IPsoft Inc	MH-83	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Enhanced User (2+ endpoints)_L3	\$4.99	None
132-12	IPsoft Inc	MH-84	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Enhanced User (2+ endpoints)_L4	\$5.98	None
132-12	IPsoft Inc	MH-85	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IPcommunicator_L3	\$1.50	None
132-12	IPsoft Inc	MH-86	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: IPcommunicator_L4	\$1.99	None
132-12	IPsoft Inc	MH-87	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Voice Mail_L3	\$1.50	None
132-12	IPsoft Inc	MH-88	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Voice Mail_L4	\$1.99	None
132-12	IPsoft Inc	MH-89	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Cisco Contact Center Express_L3	\$16.96	None



SIN	MANUFACTURER NAME	MFR PART NO	PRODUCT NAME/ DESCRIPTION	GSA OFFER PRICE (inclusive of the .75% IFF)	QUANTITY/ VOLUME DISCOUNT
132-12	IPsoft Inc	MH-90	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Cisco Contact Center Express_L4	\$18.95	None
132-12	IPsoft Inc	MH-91	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Cisco Contact Center Enterprise_L3	\$16.96	None
132-12	IPsoft Inc	MH-92	Communications CI Fees_Managed Services Monthly Per-CI Fees by Volume Tier: Cisco Contact Center Enterprise_L4	\$18.95	None
132-32	IPsoft Inc	TSL-1	IPcenter Base License Fees_Single Tenant License	\$249,370.28	None
132-32	IPsoft Inc	TSL-2	IPcenter Base License Fees_Multi-Tenant License	\$498,740.55	None
132-34	IPsoft Inc	PS-12	CSI Support Monthly Recurring Support for CSI/Virtual Engineers_L1 Onsite CSI Lead Onshore	\$23,041.81	None
132-34	IPsoft Inc	PS-13	CSI Support Monthly Recurring Support for CSI/Virtual Engineers_L1 CSI Specialist Senior Onshore	\$23,041.81	None
132-34	IPsoft Inc	PS-14	CSI Support Monthly Recurring Support for CSI/Virtual Engineers_L1 CSI Specialist Professional Onshore	\$16,234.01	None
132-34	IPsoft Inc	PS-30	Professional Services Rates_Executive - Senior	\$3,989.92	None
132-34	IPsoft Inc	PS-31	Professional Services Rates_Sr. Bus Cons. - Senior	\$1,296.73	None
132-34	IPsoft Inc	PS-32	Professional Services Rates_CSI Specialist - Senior	\$1,097.23	None
132-34	IPsoft Inc	PS-33	Professional Services Rates_CSI Specialist - Professional	\$773.05	None
132-34	IPsoft Inc	PS-34	Professional Services Rates_Onsite CSI Lead -	\$1,097.23	None
132-34	IPsoft Inc	PS-35	Professional Services Rates_Service Trans. Spec. - Senior	\$972.54	None
132-34	IPsoft Inc	PS-36	Professional Services Rates_Technical Lead - Senior	\$1,147.10	None
132-34	IPsoft Inc	PS-37	Professional Services Rates_Technical Lead - Professional	\$872.80	None
132-34	IPsoft Inc	PS-38	Professional Services Rates_R&D Lead - Senior	\$1,196.98	None
132-34	IPsoft Inc	PS-39	Professional Services Rates_R&D Lead - Professional	\$897.73	None
132-34	IPsoft Inc	PS-40	Professional Services Rates_Project Manager - Senior	\$1,196.98	None
132-34	IPsoft Inc	PS-41	Professional Services Rates_Project Manager - Professional	\$897.73	None
132-34	IPsoft Inc	PS-42	Professional Services Rates_Operations Manager	\$897.73	None
132-34	IPsoft Inc	PS-43	Professional Services Rates_Training Specialist	\$872.80	None
132-34	IPsoft Inc	PS-44	Professional Services Rates_Business Architect Senior	\$2,992.44	None
132-34	IPsoft Inc	PS-45	Professional Services Rates_Business Architect Junior	\$1,496.22	None
132-34	IPsoft Inc	PS-46	Professional Services Rates_Technical Architect	\$1,994.96	None
132-34	IPsoft Inc	PS-47	Professional Services Rates_Cognitive Project Lead	\$1,994.96	None
132-34	IPsoft Inc	PS-48	Professional Services Rates_Cognitive Engineer	\$1,196.98	None
132-34	IPsoft Inc	PS-49	Professional Services Rates_Linguist	\$1,346.60	None
132-34	IPsoft Inc	PS-50	Professional Services Rates_User Experience Designer	\$1,446.35	None
132-33	IPsoft Inc	PSL-1	Amelia 3 Year Right-to-Use (RTU) License	\$1,994,962.22	None
132-34	IPsoft Inc	PS-60	Amelia Fees_Voice (Requires Amelia RTU License)	\$1.99	None
132-34	IPsoft Inc	PS-61	Amelia Fees_Email (Requires Amelia RTU License)	\$1.99	None
132-34	IPsoft Inc	PS-62	Amelia Fees_Chat Transaction Completed (Requires Amelia RTU License)	\$1.99	None
132-34	IPsoft Inc	PS-63	Amelia Fees_Chat Info Retrieval (Requires Amelia RTU License)	\$1.00	None
132-34	IPsoft Inc	PS-64	Amelia Fees_Chat Q&A (Requires Amelia RTU License)	\$0.50	None
132-34	IPsoft Inc	PS-65	Amelia Transaction Pricing - 50,000 Sessions (Includes Amelia annual RTU license & maint.)	\$407,272.53	None
132-34	IPsoft Inc	PS-66	Amelia Transaction Pricing - 75,000 Sessions (Includes Amelia annual RTU license & maint.)	\$555,372.54	None
132-34	IPsoft Inc	PS-67	Amelia Transaction Pricing - 100,000 Sessions (Includes Amelia annual RTU license & maint.)	\$673,179.05	None
132-34	IPsoft Inc	PS-68	Amelia Transaction Pricing - 150,000 Sessions (Includes Amelia annual RTU license & maint.)	\$926,392.62	None
132-34	IPsoft Inc	PS-69	Amelia Transaction Pricing - 200,000 Sessions (Includes Amelia annual RTU license & maint.)	\$1,133,201.38	None
132-34	IPsoft Inc	PS-70	Amelia Transaction Pricing - 250,000 Sessions (Includes Amelia annual RTU license & maint.)	\$1,299,543.32	None
132-34	IPsoft Inc	PS-71	Amelia Transaction Pricing - 300,000 Sessions (Includes Amelia annual RTU license & maint.)	\$1,430,690.15	None
132-34	IPsoft Inc	PS-72	Amelia Transaction Pricing - 450,000 Sessions (Includes Amelia annual RTU license & maint.)	\$1,968,839.18	None
132-34	IPsoft Inc	PS-73	Amelia Transaction Pricing - 700,000 Sessions (Includes Amelia annual RTU license & maint.)	\$2,809,760.64	None
132-34	IPsoft Inc	PS-74	Amelia Transaction Pricing - 900,000 Sessions (Includes Amelia annual RTU license & maint.)	\$3,344,953.15	None
132-34	IPsoft Inc	PS-75	Amelia Transaction Pricing - 1,200,000 Sessions (Includes Amelia annual RTU license & maint.)	\$4,129,571.79	None
132-34	IPsoft Inc	PS-76	Amelia Transaction Pricing - 1,800,000 Sessions (Includes Amelia annual RTU license & maint.)	\$5,698,809.07	None
132-34	IPsoft Inc	PS-77	Amelia Transaction Pricing - 2,100,000 Sessions (Includes Amelia annual RTU license & maint.)	\$6,116,721.73	None
132-34	IPsoft Inc	PS-78	Amelia Transaction Pricing - 3,300,000 Sessions (Includes Amelia annual RTU license & maint.)	\$8,650,792.56	None
132-34	IPsoft Inc	PS-79	Amelia Transaction Pricing - 5,000,000 Sessions (Includes Amelia annual RTU license & maint.)	\$11,141,171.73	None
132-34	IPsoft Inc	PS-80	Amelia Transaction Pricing - 10,000,000 Sessions (Includes Amelia annual RTU license & maint.)	\$17,825,875.16	None
132-34	IPsoft Inc	MF-1	Amelia Maintenance Fees (For Amelia 3 Year Right-to-Use License)	\$359,093.20	None
132-34	IPsoft Inc	MF-4	IPcenter Single Tenant Maintenance Fees	\$44,886.65	None
132-34	IPsoft Inc	MF-5	IPcenter Multi Tenant Maintenance Fees	\$89,773.30	None